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## BIB DATA SHEET

CONFIRMATION NO. 4453

|  |   |  |  |  |                           |                                 |
|--|---|--|--|--|---------------------------|---------------------------------|
| <b>SERIAL NUMBER</b><br>10/741,519   | <b>FILING or 371(c) DATE</b><br>12/19/2003<br><b>RULE</b>   | <b>CLASS</b><br>704                                      | <b>GROUP ART UNIT</b><br>2614                                | <b>ATTORNEY DOCKET NO.</b><br>920673-95341 |                           |                                 |
| <b>APPLICANTS</b><br>Michael O'Keeffe, Galway, IRELAND;<br>Liam Loftus, Galway, IRELAND;<br><b>** CONTINUING DATA *****</b><br><b>** FOREIGN APPLICATIONS *****</b><br><b>** IF REQUIRED, FOREIGN FILING LICENSE GRANTED **</b><br>03/30/2004                                    |   |  |  |  |                           |                                 |
| Foreign Priority claimed <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br>35 USC 119(a-d) conditions met <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br>Verified and Acknowledged <u>/GERALD GAUTHIER/</u><br>Examiner's Signature |   | <input type="checkbox"/> Met after Allowance<br>Initials | <b>STATE OR COUNTRY</b><br>IRELAND                           | <b>SHEETS DRAWINGS</b><br>3                | <b>TOTAL CLAIMS</b><br>40 | <b>INDEPENDENT CLAIMS</b><br>15 |
| <b>ADDRESS</b><br>BARNES & THORNBURG LLP<br>P.O. BOX 2786<br>CHICAGO, IL 60690-2786<br>UNITED STATES   |   |  |  |  |                           |                                 |
| <b>TITLE</b><br>Providing user information and control over a contact within a contact centre  |   |  |  |  |                           |                                 |
| <b>FILING FEE RECEIVED</b><br>2922   | FEES: Authority has been given in Paper<br>No. _____ to charge/credit DEPOSIT ACCOUNT<br>No. _____ for following: |  | <input type="checkbox"/> All Fees                            |  |                           |                                 |
|  |   |  | <input type="checkbox"/> 1.16 Fees (Filing)                  |  |                           |                                 |
|  |   |  | <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) |  |                           |                                 |
|  |   |  | <input type="checkbox"/> 1.18 Fees (Issue)                   |  |                           |                                 |
|  |   |  | <input type="checkbox"/> Other _____                         |  |                           |                                 |
|  |   |  | <input type="checkbox"/> Credit                              |  |                           |                                 |